**Workplace Violence Prevention**

**Conversation Starters for Home Care Professionals**

**Scenario 4:** Caregiver Threats:

*An employee reports that they were threatened by a client’s caregiver while on shift.  The caregiver, who does not reside in the client’s home, has called to complain several times before this, as he does not feel his loved one is receiving appropriate, attentive care.  Today the caregiver approached the employee and, after a tense exchange, said*,*“If things don’t change, I’m gonna kick some a\*\*!” The employee packed up and left immediately after.*

1. Who is the appropriate person for the employee to report this information to?
2. Does your existing client agreement cover incidents of threats?
3. Does your workplace violence policy cover this?
4. What steps do we need to take to protect our other employees?
5. Do we allow the employee to file a police report and/or pursue criminal charges?

**NOTES:**

**Facilitator Notes:**

1. Employees should understand where to report.  Although this is not a direct threat, it should still be documented. Follow-up should be done with affected employees on what is being done and how to handle future issues.
2. Point for discussion. Discuss what to do if the problem persists or escalates to more direct threats.
3. Point for discussion. Discuss how to handle issues with third-party individuals and/or household members who may be interfering with the client’s ability to receive care services.
4. Do we need to send two employees to this home?  Do we suspend services until the matter is addressed with the client’s caregiver? How do we facilitate and document these protective measures?
5. Consider that anytime a criminal offense is committed against an employee, they cannot be denied a right to seek redress through criminal charges.

**Further Discussion Points:**

* Consider if the threat made by the client’s caregiver in this scenario escalates and becomes directed specifically at the employee? (“I am going to kick your a\*\* if you don’t start doing your job!”)
* Change the situation to a threat made by a client or caregiver living with Alzheimer’s or other dementias.
* Recommend exploring local law enforcement offerings for classes in de-escalation and/or workplace safety to assist employees in navigating these situations.